

IN THE CLAIMS:

Please cancel Claims 17 and 18 without prejudice or disclaimer of subject matter and add new Claims 19 and 20 as shown below. The claims, as pending in the subject application, read as follows:

1. to 18. (Canceled)

19. (New) A help server apparatus comprising:

inquiry receiving means for receiving contents of an inquiry from a user terminal apparatus;

first communication ability receiving means for receiving, from said user terminal apparatus, information related to the communication ability of said user terminal apparatus in order of priority;

extracting means for extracting a key word from the contents of the inquiry;
searching means for searching a helper terminal apparatus on the basis of the key word;

second communication ability receiving means for receiving, from said helper terminal apparatus in order of priority, information relating to the communication ability desired by said helper terminal apparatus;

producing means for producing a list of said helper terminal apparatuses;
list transmitting means for transmitting the list to said user terminal apparatus;

selection receiving means for receiving, from said user terminal apparatus, a request of a session with a helper terminal apparatus selected from the list;

determining means for automatically determining a communication ability to be applied to the session on the basis of the information relating to the communication ability of said user terminal apparatus and the information relating to the communication ability desired by said helper terminal apparatus;

transferring means for transferring the request of session to said helper terminal apparatus together with the determined communication ability; and

settlement means for confirming that the requested session was started normally, performing charging processing to a user, and performing charge payment processing to said help server apparatus.

20. (New) An apparatus according to claim 19, wherein information relating to a communication ability is at least one of a data transfer rate, an information transfer ability, and a type of a terminal apparatus.